GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3543
ANSWERED ON:07.08.2002
CALL CENTRES
V. SAROJA

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether MTNL is considering to set up call centres in Delhi and Mumbai;

(b) if so, the details thereof;

(c) the number of centres proposed to be set up during 2002-2003;

(d) the total amount earmarked for the purpose during 2002-2003; and

(e) the revenue likely to be generated through these centres?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

(a) to (e): A Statement is laid on the Table of the House.

(a) & (b) : Yes, Sir. A call centre with 240 operator positions for 197 and other associated services has been set up in MTNL, Delhi. There is one main call centre at Kidwai Bhawan with seven secondary call centres at Laxmi Nagar, Nehru Place, Karol Bagh, Shakti Nagar, Janak Puri, Bikaji Cama Place and Rohini Sector-III Exchange.

(c) : MTNL also proposes to set up a 1000 seat call centre each in Delhi and Mumbai through its subsidiary the Millennium Telecom Ltd. during 2002-2003. Two call centres one each at Delhi and Mumbai are proposed to be hired during 2002-2003 from the agencies who are owning and managing call centre facilities so that customers` enquires relating to types of services provided, tariff, billing etc. can be answered.

(d): Total amount proposed to be spent for MTNL call centres of 1000 seats each for Delhi and Mumbai will be Rs.30 Crore (Approximately) for each centre.

(e) : The call centres are for improvement of the services provided to the customers. Revenue generation is not the aim, as the services provided through call centres are toll free. The services proposed to be provided through the call centres are as under :

(i) Directory enquiry 197

(ii) Changed number announcement service 1951/1952

(iii) STD/IST cod enquiry 182

(iv) National Directory enquiry 182

(v) VIP complaint booking 178

(vi) Internet help desk 1600-111-172